

HPPKI Statement on COVID-19

Since March 16th, like the rest of the world, HPPKI and its manufacturing partners have been navigating through a complex onslaught of information and a variety of operational restrictions. Our manufacturing partners and their suppliers span the country where the effects of COVID 19 vary greatly, as does the state-to-state response to this pandemic.

First and foremost the well-being of our teammates and our manufacturing partners is our top priority. We have committed to be supportive and understanding of the pandemic's affects on the full scope of their own sectors, where, in order to mitigate the spread of the virus, they have all implemented a variety of strategies, like working from home when possible, staggered work schedules, physical distancing measures and additional safety and cleaning steps to help protect and support their employees.

The DIY market has exploded in this COVID 19 era. It is understandable. With the monies the government is offering, plus the knowledge that vacation and travel plans are not in the cards for the near future, people like you are deciding to invest some time and money in home improvement projects. The result is increased demand on an industry that is continuing to operate within a very challenging environment.

There are many moving parts to supply the products we sell, from window awnings to fully modular sunrooms. Raw material suppliers, tool and die manufacturers, extruders, painting facilities, assembly facilities, back office support in each area and shipping companies all have to work together and all impact how the other contributes to the final product. The effects of COVID 19 have challenged typical supply timelines across the board as well as typical communication across supply platforms.

Additionally several freight lines have suspended freight transportation service in many metropolitan areas due to current unsafe travel conditions with the promise to resume service throughout these areas as soon as they are able to guarantee the safe passage of your freight and their drivers.

What This Means to our Customers

- Yes. We are in operation and can supply every product indicated on our WEB site
- Typical 3 week delivery times are now between 4-6 weeks.
- Updates on your order at the factory level are difficult to obtain and may take between 2-4 days to obtain.
- All other aspects of our sales and service remain the same.
- We appreciate your patience and understanding in this challenging environment.

If you have any questions about this statement, our company & its offerings, we remain at your service!.

The Staff & Management

